

Texas Historical Commission Job Vacancy Notice

Position Title:	Historic Sites Visitor Relations Representative
Classification Title:	Customer Service Representative II
Job Posting Number:	18-1000-11(2R)
Salary:	\$1,105.00-\$1,200.00 (Monthly)
Salary Group/Class#:	A11/0132
FLSA:	Non-exempt
Opening Date:	2/23/2018
Closing Date:	Until filled
Duration:	Regular/Part-time
Hours/Week:	20
Work Location Address:	Fulton Mansion State Historic Site, 317 South Fulton Beach Road, Rockport, Texas 78358

JOB OBJECTIVE: Perform routine customer service work for the Fulton Mansion State Historic Site at the Texas Historical Commission (THC). Work involves greeting visitors, assisting with museum store operations, coordinating site rentals, working with volunteers, helping with on-site educational programming and special events, assisting with general office operations, preparing the site for visitation (daily custodial and housekeeping of public areas), and historic housekeeping. Work under moderate supervision, with limited latitude for the use of initiative and independent judgment.

ESSENTIAL DUTIES:

1. Provide quality customer services for visitors, volunteers, community service workers, Friends of Fulton Mansion members, and general public; provide information via telephone and email; provide quality customer service in a courteous, efficient, and positive manner; continually inform and promote the site's and Texas Historical Commission's mission and programs.
2. Collect admission fees, conducts cash and credit card transactions, gift shop store sales, and facility use fees; generate revenue reports; operate software programs including QuickBooks, Microsoft Word, and Microsoft Excel; assist with ancillary product sales and inventory.
3. Open and close the site's facilities as required.
4. Performs light cleaning of floors, dust exhibits and store shelves, cleans door glass, empties trash, replenishes restroom supplies and visitor brochures.
5. Meets with prospective renters, reviews rules, completes contracts, assists with rental preparations, and attend events.
6. Welcome visitors to the site and be familiar with the sites history, architecture, exhibits and area attractions and responds intelligently and succinctly to visitor's questions.
7. Assist with conducting and promoting regularly scheduled and special public and private events on- and off-site including assisting with hands-on education outreach events and programs.
8. Participate in volunteer recruitment, training, and scheduling and assists in training new employees, interns and volunteers in tours and sales procedures.
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10. Assist with Friends of Fulton Mansion, events and meetings.
11. Adhere to established work schedule with regular attendance.
12. Follow all THC safety guidelines/procedures and ethics requirements.

NON-ESSENTIAL DUTIES:

13. Perform other duties as assigned.

QUALIFICATIONS/REQUIREMENTS:

- Graduation from a standard senior high school or equivalent;
- Work experience as a customer service representative, museum or historic site tour guide and/or working in education outreach;
- Work experience in general clerical, cash handling, sales, inventory and reporting;
- Valid driver's license, acceptable driving record and ability to drive a state vehicle; and
- Required to travel up to 5% of the work period.

PREFER:

- Experience with various software packages such as Microsoft and QuickBooks.
- Willingness to perform custodial and minor maintenance duties on-site in all weather.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of office practices and administrative procedures;
- Effective verbal and written communication, human relations and organizational skills;
- Skill in providing customer service excellence to both internal and external customers;
- Skill in operating a personal computer with word processing, database and spreadsheet software;
- Skill in the use of custodial materials and chemicals, and the operation of custodial equipment;
- Ability to follow established security and safety guidelines and procedures for staff and visitors;
- Ability to collect fees, handle cash and credit card transactions accurately and account for revenues collected using QuickBooks;
- Ability to work in a setting requiring self-motivation/cooperative decision-making and to work effectively with diverse groups of people;
- Ability to work effectively under pressure and meet strict deadlines while maintaining extreme attention to detail;
- Ability to multi-task in a fast-paced environment;
- Ability to adapt successfully and quickly to change and deliver quality results in a timely manner;
- Ability to plan, organize and work independently, as well as within a team environment;
- Ability to exercise sound judgment and discretion; and
- Ability to maintain the highest level of confidentiality.

REGISTRATION, CERTIFICATION, OR LICENSURE:

Must have or obtain a valid Driver's License and Defensive Driving Course to be able to operate state vehicles.

ENVIRONMENT/PHYSICAL CONDITIONS: The workplace setting is a historic site, in an office and in outdoor settings where there is exposure to high temperatures, weather, dust, insects and pollution. This employee typically works irregular hours other than 8:00 a.m. to 5:00 p.m., with days off other than Saturdays, Sundays or holidays. This position may involve walking; standing; pulling and pushing; kneeling, stooping and bending; safely lifting and carrying items weighing up to 30 pounds and climb two steep flights of stairs on a regular basis. Work includes walking on uneven pathways and unpaved surfaces.

REMARKS (Application procedures, Special requirements): State of Texas application must be submitted through the Work In Texas website at www.workintexas.com. You must have a Work In Texas profile in order to login and complete the application. If you have questions regarding the application process, please contact your local Work in Texas office. Only applicants interviewed will be notified of their selection or non-selection. Resumes will NOT be accepted in place of a completed application.

The Texas Historical Commission is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, national origin, genetic information, age or disability in recruitment, selection, appointment, training, promotion, retention or any other personnel action or deny any benefits or participation in programs or activities which it sponsors.

Section 651.005 of the Government Code requires males, ages 18 through 25, to provide proof of their Selective Service registration or of their exemption from the requirement as a condition of state employment.

As part of the employment process, THC will conduct a driving and criminal background check. Unsatisfactory information relevant to the position may disqualify the applicant from employment.

Disability access for testing and interview accommodations can be provided upon reasonable notice by contacting Human Resources at 512-305-6729.

THC participates in E-Verify and will provide the Social Security Administration and, if necessary, the Department of Homeland Security with information from each new employee's Form I-9 to confirm work authorization.

Additional Military Crosswalk information can be accessed at:

http://www.hr.sao.state.tx.us/Compensation/MilitaryCrosswalk/MOSC_AdministrativeSupport.pdf

Veterans: Go to www.texasskillstowork.com for assistance with translating your military work experience and training courses into civilian job terms, qualifications/requirements and skill sets.

For New Hires/Rehires: Health insurance is available the 1st of the following month after a 60-day waiting period.

AN EQUAL OPPORTUNITY

AFFIRMATIVE ACTION EMPLOYER